
TEST INFORMATION GUIDE

This test information guide provides a summary of concepts that are tested on the multiple-choice examination for the **Rehabilitation Workshop Instructor I** job. This information can be reviewed in combination with the class specification and examination announcement to assist you in preparing for the examination.

I. INTERPERSONAL SKILLS**(20 Questions)**

Employees in this job interact with facility residents and staff on a daily basis. It is critical that employees be able to develop and maintain effective interpersonal relationships with those encountered in the facility to accomplish work objectives. The questions in this exam section test your interpersonal relations skills using typical situations encountered on the job. Test question topics include methods to:

- Effectively respond to questions posed by the staff, residents and the general public;
- Promote a positive relationship with staff, residents and the general public;
- Promote a favorable impression of the agency and state employees among residents and the general public;
- Handle individuals who are upset or hostile.

II. MATH**(10 Questions)**

Employees in this job assist in daily record keeping tasks such as attendance and production records, time study reports, patient worker payrolls, etc. Employees may also assist in taking inventory of workshop materials and/or stock. An ability to perform basic mathematical computations such as adding, subtracting, multiplying and dividing as well as computations involving decimals, fractions and percentages is critical to successful job performance. Test question topics include:

- Basic mathematical computations including addition, subtraction, multiplication, division, fractions, percentages and decimals;
- Applied mathematical problem solving;
- Arithmetical reasoning.

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III. RESIDENT CARE

(10 Questions)

This job requires employees to confer and discuss resident progress and behavior and assess resident progress towards therapeutic goals. This close contact with residents on a daily basis requires one to be knowledgeable of various aspects of resident care. Test question topics include:

- Managing resident behavior;
- Elements of successful therapy programs;
- Identifying and meeting resident needs;
- Case planning techniques;
- Dealing with residents who are discouraged or depressed.

IV. WORKSHOP TECHNIQUES

(30 Questions)

Employees in this job instruct residents in the performance of specific tasks and operations in the fabrication of simple articles and in the simple assembly of component parts, painting, packaging, etc., and/or in the delivery of services in a workshop environment. Employees also supervise the work of residents and exercise close scrutiny over their performance of assigned tasks, identify errors and explain proper methods, observe and evaluate reactions to supervision and correction as well as encourage residents to improve job performance. Test question topics include:

- Group supervision - maintaining control of resident groups in workshops;
- Teaching residents with varying mental/physical capacities to perform tasks in a workshop setting;
- Motivational and positive reinforcement techniques;
- Techniques used to evaluate resident abilities and task assignment techniques;
- Effective use of group rewards and inter-group competition;
- Establishing quotas, deadlines and group goals in institutional rehabilitation workshops;
- The four basic steps in activity instruction.